

APPENDIX A

Commenters in WC Docket No. 02-314
Qwest IIICommenters

AT&T Corp.
Colorado Pay Phone Association, Minnesota
Independent Pay Phone Association and
Northwest Public Communications Council
Colorado Public Utilities Commission
Covad Communications Company
Eschelon Telecom, Inc.
Idaho Public Service Commission
Integra Telecom Inc of North Dakota, Utah,
and Washington
Iowa Utilities Board
Level 3 Communications
Montana Public Service Commission
Nebraska Public Service Commission
North Dakota Public Service Commission
OneEighty Communications, Inc.
PageData
Sprint Communications Company, L.P.
Touch America, Inc.
Utah Public Service Commission
Washington Utilities and
Transportation Commission
WorldCom, Inc.
Wyoming Public Service Commission

Reply Commenters

AT&T
Colorado Commission
Covad
Eschelon
Level 3
Montana Consumer Counsel
PageData
Touch America

Abbreviation

AT&T

Payphone Associations
Colorado Commission
Covad
Eschelon
Idaho Commission

Integra
Iowa Board
Level 3
Montana Commission
Nebraska Commission
North Dakota Commission
OneEighty
PageData
Sprint
Touch America
Utah Commission

Washington Commission
WorldCom
Wyoming Commission

Abbreviation

Montana Consumer Counsel

Commenters in WC Docket No. 02-189
Qwest II

Commenters**Abbreviation**

Arizona Payphone Association, Colorado	
Pay Phone Association, Minnesota	
Independent Pay Phone Association and	
Northwest Public Communications Council	Payphone Associations
AT&T Corp.	AT&T
Communications Workers of America	CWA
Eschelon Telecom, Inc.	Eschelon
Integra Telecom of Utah, Inc. and	
Integra Telecom of Washington, Inc.	Integra
McLeodUSA Telecommunications Services, Inc.	McLeod
Montana Public Service Commission	Montana Commission
OneEighty Communications, Inc.	OneEighty
Pilgrim Telephone, Inc.	Pilgrim
Public Service Commission of Utah	Utah Commission
Sprint Communications Company, L.P	Sprint
Touch America, Inc.	Touch America
Washington Utilities and	
Transportation Commission	Washington Commission
WorldCom, Inc.	WorldCom
Wyoming Public Service Commission	Wyoming Commission

Reply Commenters**Abbreviation**

AT&T	
Covad Communications Company	Covad
Montana Consumer Counsel	Montana Consumer Counsel
Qwest Communications International, Inc.	Qwest
Touch America	
Working Assets Funding Service, Inc.	Working Assets
WorldCom	
Wyoming Commission	

Commenters in WC Docket No. **02-148**
Qwest ICommenters

AT&T Corp.
Colorado Public Utilities Commission
Communications Workers of America
Competitive Telecommunications Association
Covad Communications Company
Department of Justice
Eschelon Telecom, Inc.
Idaho Public Service Commission
Integra Telecom, Inc. of North Dakota
Iowa Office of Consumer Advocate,
 Division of the Iowa Department of Justice
Iowa Utilities Board
Joint Comments: Arizona Payphone Association;
 Colorado Payphone Association; Minnesota
 Independent Payphone Association;
 Northwest Public Communications
 Council Associations
Nebraska Public Service Commission
New Edge Communications, Inc.
North Dakota Public Service Commission
OneEighty Communications, Inc.
Sprint Communications Company, L.P.
Touch America, Inc.
Vanion, Inc.
WorldCom, Inc.

Reply Commenters

AT&T
Colorado Commission
Covad
Iowa Board
McCleodUSA Telecommunications Services, Inc.
OneEighty
Qwest Communications International, Inc.
Touch America
WorldCom

Abbreviation

AT&T
Colorado Commission
CWA
CompTel
Covad
Department of Justice
Eschelon
Idaho Commission
Integra

Iowa Department of Justice
Iowa Board

Payphone Associations
Nebraska Commission
New Edge
North Dakota Commission
OneEighty
Sprint
Touch America
Vanion
WorldCom

Abbreviation

McCleod

Qwest

Appendix B

Colorado Performance Metrics

The data in this appendix are taken from a letter from Hance Haney, Attorney, Qwest, to Ms. Marlene H. Dortch, Secretary, Federal Communications Commission, WC Docket No. 02-314 (filed November 15, 2002) (Qwest November 15 Ex Parte Letter) Attach. 1 (Statewide Average Performance Summary, CO, ID, IA, MT, NE, ND, UT, WA, WY, May-Sept 2002). This table is provided as a reference tool for the convenience of the reader. No conclusions are to be drawn from the raw data contained in this table. Our analysis is based on the totality of the circumstances, such that we may use non-metric evidence, and may rely more heavily on some metrics more than others, in making our determination. The inclusion of these particular metrics in this table does not necessarily mean that we relied on all of these metrics nor that other metrics may not also be important in our analysis. Some metrics that we have relied on in the past and may rely on for a future application were not included here because there was no data provided for them (usually either because there was no activity, or because the metrics are still under development). Metrics with no retail analog provided are usually compared with a benchmark. Note that for some metrics during the period provided, there may be changes in the metric definition, or changes in the retail analog applied, making it difficult to compare the data over time.

PERFORMANCE METRIC CATEGORIES

Metric Number	Metric Name
Billing	
BI-1	Time to Provide Recorded Usage Records
BI-2	Invoices Delivered within 10 Days
BI-3	Billing Accuracy - Adjustments for Errors
BI-4	Billing Completeness
BI-5	Billing Accuracy & Claims Processing
Collocation	
CP-1	Collocation Completion Interval
CP-2	Collocations Completed within Scheduled Intervals
CP-3	Collocation Feasibility Study Interval
CP-4	Collocation Feasibility Study Commitments Met
Directory Assistance	
DA-1	Speed of Answer - Directory Assistance
Database Updates	
DB-1	Time to Update Databases
DB-2	Accurate Database Updates
Electronic Gateway Availability	
GA-1	Gateway Availability - IMA-GUI
GA-2	Gateway Availability - IMA-EDI
GA-3	Gateway Availability - EB-TA
GA-4	System Availability - EXACT
GA-6	Gateway Availability - GUI - Repair
GA-7	Timely Outage Resolution Following Software Releases
Maintenance and Repair	
MR-2	Calls Answered within 20 Seconds - Interconnect Repair Ctr
MR-3	Out of Service Cleared within 24 Hours
MR-4	All Troubles Cleared within 48 Hours
MR-5	All Troubles Cleared within 4 Hours
MR-6	Mean Time to Restore
MR-7	Repair Repeat Report Rate
MR-8	Trouble Rate
MR-9	Repair Appointments Met
MR-10	Customer and Non-Qwest Related Trouble Reports
MR-11	LNP Trouble Reports Cleared within 24 Hours

Metric Number	Metric Name
Network Performance	
NI-1	Trunk Blocking
NP-1	NXX Code Activation
Order Accuracy	
OA-1	Order Accuracy, Default %
Ordering and Provisioning	
OP-2	Calls Answered within 20 Seconds - Interconnect Provisioning Ctr
OP-3	Installation Commitments Met
OP-4	Installation Interval
OP-5	New Service Installation Quality
OP-6A	Delayed Days for Non-Facility Reasons
OP-6B	Delayed Days for Facility Reasons
OP-7	Coordinated "Hot Cut" Interval - Unbundled Loop
OP-8	Number Portability Timeliness
OP-13	Coordinated Cuts - Unbundled Loop
OP-15A	Interval for Pending Orders Delayed
OP-15B	Number of Pending Orders Delayed for Facility Reasons
OP-17	Timeliness of Disconnects Associated with LNP Orders
Operator Services	
OS-1	Speed of Answer - Operator Services
Pre-Order/Order	
PO-1	Pre-Order/Order Response Times
PO-2	Electronic Flow-through
PO-3	LSR Rejection Notice Interval
PO-4	LSRs Rejected
PO-5	Firm Order Confirmations (FOCs) On Time
PO-6	Work Completion Notification Timeliness
PO-7	Billing Completion Notification Timeliness
PO-8	Jeopardy Notice Interval
PO-9	Timely Jeopardy Notices
PO-10	LSR Accountability
PO-15	Number of Due Date Changes per Order
PO-16	Timely Release Notifications
PO-19	Stand-Alone Test Environment (SATE) Accuracy
PO-20	Manual Service Order Accuracy

COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
BILLING											
BI-1 Time to Provide Recorded Usage Records											
BI-1A	UNEs and Resale Aggr, Avg Days		6.32	2.54	6.19	2.32	5.59	2.22	4.44	1.64	
BI-1B	Jointly-provided Switched Access, %			100%		100%		99.93%		99.95%	
BI-1C-1	[CAT11], UNEs and Resale Aggr, Avg Days		6.32	2.59	6.19	2.39	5.59	2.28	4.44	1.73	
BI-1C-2	[CAT10], UNEs and Resale Aggr, Avg Days		6.32	2.29	6.19	2.03	5.59	1.98	4.44	1.34	
BI-2 Invoices Delivered within 10 Days											
BI-2	All, %			100%		100%		99.99%		99.99%	
BI-3 Billing Accuracy - Adjustments for Errors											
BI-3A	UNEs and Resale Aggr, %		99.01%	99.74%	99.06%	99.88%	99.46%	98.59%	99.42%	99.41%	
BI-3B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-4 Billing Completeness											
BI-4A	UNEs and Resale Aggr, %		99.25%	97.79%	99.33%	97.32%	99.35%	97.91%	99.28%	95.71%	
BI-4B	Reciprocal Compensation, %			100%		100%		100%		100%	
BI-5 Billing Accuracy & Claims Processing											
BI-5A	Acknowledgment, All, %			91.30%		89.52%		100%		99.70%	
BI-5B	Resolution, All, %			90.18%		74.66%		96.38%		100%	
COLLOCATION											
CP-1 Collocation Completion Interval											
CP-1A	90 Calendar Days or Less, All, Avg Days			70.50		77.00		62.00			a b c d
CP-1B	91 to 120 Calendar Days, All, Avg Days					89.00					a b c d
CP-1C	121 to 150 Calendar Days, All, Avg Days			99.50		82.00		122.00		110.71	a b c d
CP-2 Collocations Completed within Scheduled Intervals											
CP-2B	Non-Forecasted & Late Forecasted , All, %			100%		100%		100%			a b c d
CP-2C	w/ Intervals Longer than 120 Days, All, %			100%		100%		100%		100%	a b c d
CP-3 Collocation Feasibility Study Interval											
CP-3	All, Avg Days			7.29		8.00		6.00		7.00	a b c d
CP-4 Collocation Feasibility Study Commitments Met											
CP-4	All, %			100%		100%		100%		100%	a b c d
DIRECTORY ASSISTANCE											
DA-1 Speed of Answer - Directory Assistance											
DA-1	Average Seconds		8.54		8.77		8.36		8.68		a b c d
DATABASE UPDATES											
DB-1 Time to Update Databases											

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COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
				5:15		4:02		2:45		1:52	
DB-1A	E911, Hrs:Min			1.47		1.32		1.26		1.27	
DB-1B	LIDB, Avg Sec			0.09		0.11		0.09		0.11	
DB-1C-1	Directory Listing, Avg Sec										
DB-2	Accurate Database Updates										
DB-2C-1	Directory Listing, %			94.21%		94.57%		94.19%		92.04%	
ELECTRONIC GATEWAY AVAILABILITY											
GA-1A	IMA-GUI, All, %			99.93%		100%		98.75%		100%	
GA-1B	IMA-GUI, Fetch-n-Stuff, %			100%		100%		100%		100%	
GA-1C	IMA-GUI, Data Arbiter, %			100%		100%		99.96%		100%	
GA-1D	IMA-GUI, SIA, %			100%		99.55%		100%		99.95%	
GA-2	IMA-EDI, %			99.93%		100%		98.26%		99.80%	
GA-3	EB-TA, %			100%		99.54%		99.31%		99.94%	
GA-4	EXACT, %			99.93%		100%		100%		100%	
GA-6	GUI - Repair, %			100%		99.50%		99.92%		100%	
GA-7	Timely Outage Resolution following Software Releases, %							100%			a b c d
MAINTENANCE AND REPAIR											
MR-2	Calls Answered within Twenty Seconds - Interconnect Repair Center										
MR-2	All, %			78.59%	80.32%	78.57%	78.71%	84.85%	87.02%	86.24%	85.75%
MR-3	Out of Service Cleared within 24 Hours										
MR-3	Basic Rate ISDN, %	D		100%		100%		97.74%		99.15%	a b c d
MR-3	Basic Rate ISDN, %	ND		100%		100%		99.70%		99.32%	a b c d
MR-3	Business, %	D		94.52%	100%	93.88%	94.12%	95.18%	100%	93.52%	100%
MR-3	Business, %	ND		95.43%	100%	97.05%	100%	97.28%		97.36%	100%
MR-3	Centrex 21, %	D		94.01%	100%	93.78%	100%	95.22%		92.85%	100%
MR-3	Centrex 21, %	ND		93.55%		98.44%		98.16%	100%	99.24%	100%
MR-3	Centrex, %	D		85.42%	100%	100%	100%	97.96%	100%	88.10%	50.00%
MR-3	Centrex, %	ND		90.00%		100%		100%		95.24%	
MR-3	Centrex, %	D		92.34%	88.89%	92.09%	46.15%	93.77%	90.48%	91.84%	71.43%
MR-3	Line Sharing, %	ND		96.70%	62.50%	96.40%	88.89%	97.99%	96.43%	96.42%	84.00%
MR-3	Line Sharing, %	D		96.84%	100%	92.24%		95.74%		97.83%	100%
MR-3	PBX, %	ND		99.44%	100%	99.57%	100%	99.04%	100%	99.43%	100%
MR-3	PBX, %	D		95.51%		95.30%	100%	94.10%		87.93%	
MR-3	Qwest DSL, %										
MR-3	Residence, %	D		92.06%	99.71%	91.88%	99.41%	93.59%	99.10%	91.61%	98.93%

COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-3	Residence, %	ND	96.89%	100%	96.31%	100%	98.09%	100%	96.27%	100%	
MR-3	UBL - 2-wire, %		100%	100%	100%	100%	98.84%	100%	99.24%	100%	
MR-3	UBL - ADSL Qualified, %		95.51%		95.30%		94.10%		87.93%		a b c d
MR-3	UBL Analog, %		93.15%	100%	92.84%	100%	94.42%	100%	92.51%	99.85%	
MR-3	UBL ISDN Capable, %		100%	98.65%	100%	100%	98.84%	98.39%	99.24%	100%	
MR-3	UNE-P, POTS, %	ND	96.70%	90.91%	96.40%	95.24%	97.99%	100%	96.42%	97.14%	
MR-3	UNE-P, POTS, %	D	92.34%	99.29%	92.09%	94.79%	93.77%	98.25%	91.84%	97.92%	
MR-3	UNE-P, Centrex, %	D	85.42%	98.51%	100%	98.06%	97.96%	100%	88.10%	99.42%	
MR-3	UNE-P, Centrex, %	ND	90.00%	100%	100%	98.15%	100%	97.73%	95.24%	100%	
MR-3	UNE-P, Centrex 21, %	D	94.01%	100%	93.78%	100%	95.22%	100%	92.85%	91.30%	
MR-3	UNE-P, Centrex 21, %	ND	93.55%	100%	98.44%	100%	98.16%	100%	99.24%	100%	a b c d
MR-4	All Troubles Cleared within 48 Hours										
MR-4	Basic Rate ISDN, %	D	100%		100%		100%		100%		a b c d
MR-4	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-4	Business, %	D	98.89%	100%	98.40%	100%	98.72%	100%	98.18%	100%	
MR-4	Business, %	ND	99.39%	100%	98.94%	100%	99.91%	100%	99.71%	100%	c d
MR-4	Centrex 21, %	D	98.43%	100%	98.12%	100%	98.27%	100%	96.64%	100%	a b c d
MR-4	Centrex 21, %	ND	98.99%	100%	99.53%	100%	100%	100%	99.66%	100%	a b c d
MR-4	Centrex, %	D	92.42%	100%	100%	100%	100%	100%	98.08%	100%	a b c d
MR-4	Centrex, %	ND	100%	100%	100%		100%		100%		a b c d
MR-4	Line Sharing, %	ND	99.45%	100%	99.16%	100%	99.80%	96.43%	99.55%	90.20%	
MR-4	Line Sharing, %	D	98.14%	96.30%	97.90%	73.08%	98.69%	100%	97.76%	92.86%	
MR-4	PBX, %	D	96.30%	100%	95.45%		98.08%		99.00%	100%	a b c d
MR-4	PBX, %	ND	100%	100%	100%	100%	99.56%	100%	99.48%	100%	a b c d
MR-4	Qwest DSL, %		98.57%		98.39%	100%	98.58%		95.61%		a b c d
MR-4	Residence, %	D	98.05%	99.75%	97.84%	100%	98.68%	100%	97.71%	99.37%	
MR-4	Residence, %	ND	99.46%	100%	99.20%	100%	99.78%	100%	99.52%	100%	
MR-4	UBL - 2-wire, %		100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UBL - ADSL Qualified, %		98.57%		98.39%		98.58%		95.61%		a b c d
MR-4	UBL Analog, %		98.47%	100%	98.19%	100%	98.93%	100%	98.12%	100%	
MR-4	UBL ISDN Capable, %		100%	100%	100%	100%	100%	100%	100%	100%	
MR-4	UNE-P, POTS, %	D	98.14%	99.43%	97.90%	98.75%	98.69%	100%	97.76%	98.83%	
MR-4	UNE-P, POTS, %	ND	99.45%	100%	99.16%	100%	99.80%	100%	99.55%	100%	
MR-4	UNE-P, Centrex, %	D	92.42%	99.27%	100%	99.67%	100%	100%	98.08%	99.56%	

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COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-4	UNE-P, Centrex, %	ND	100%	100%	100%	99.25%	100%	100%	100%	100%	
MR-4	UNE-P, Centrex 21, %	D	98.43%	100%	98.12%	100%	98.27%	100%	96.64%	96.77%	
MR-4	UNE-P, Centrex 21, %	ND	98.99%	100%	99.53%	100%	100%	100%	99.66%	100%	
MR-5	All Troubles Cleared within 4 Hours										
MR-5	DS0, %		86.76%	95.83%	84.49%	96.67%	84.83%	85.71%	73.69%	90.91%	
MR-5	DS1, %		89.93%	100%	90.69%	90.91%	89.68%	83.33%	83.19%	83.33%	d
MR-5	DS3, %		95.45%		88.24%		95.35%		88.46%		a b c d
MR-5	E911, %		100%	100%	66.67%	100%	40.00%		100%		a b c d
MR-5	EELs, %			91.18%		94.44%		87.95%		80.23%	
MR-5	Frame Relay, %		86.71%		87.36%		89.02%		82.66%	100%	a b c d
MR-5	ISDN Primary, %		96.67%	100%	91.43%	100%	80.25%	100%	92.59%	75.00%	a b c d
MR-5	LIS Trunk, %		63.16%	90.00%	85.71%	100%	88.24%	93.33%	94.12%	94.44%	a
MR-5	UBL - 4-wire, %		89.93%	100%	90.69%		89.68%	100%	83.19%	100%	a b c d
MR-5	UBL - DS1 Capable, %		89.93%	75.00%	90.69%	88.71%	89.68%	91.43%	83.19%	75.41%	
MR-5	UBL - DS3 Capable, %		95.45%		88.24%		95.35%		88.46%		a b c d
MR-5	UDIT Above DS1 Level, %		95.45%	50.00%	88.24%	0%	95.35%	100%	88.46%	100%	a b c d
MR-5	UDIT DS1, %		89.93%		90.69%	100%	89.68%		83.19%	100%	a b c d
MR-6	Mean Time to Restore										
MR-6	Basic Rate ISDN, Hrs:Min	D	3:21		3:16		4:46		4:19		a b c d
MR-6	Basic Rate ISDN, Hrs:Min	ND	0:57		1:17		1:41		1:51		a b c d
MR-6	Business, Hrs:Min	D	11:01	4:58	11:01	7:54	10:16	6:50	11:49	5:18	
MR-6	Business, Hrs:Min	ND	4:31	1:49	4:55	3:12	3:45	0:45	3:49	2:31	c d
MR-6	Centrex 21, Hrs:Min	D	10:16	3:09	11:06	3:11	9:54	3:14	11:03	6:17	a b c d
MR-6	Centrex 21, Hrs:Min	ND	4:25	0:45	3:58	2:41	3:30	6:35	3:14	1:16	a b c d
MR-6	Centrex, Hrs:Min	D	13:21	3:18	7:35	11:59	6:31	2:58	8:49	14:15	a b c d
MR-6	Centrex, Hrs:Min	ND	4:53	12:28	4:07		1:56		6:42		a b c d
MR-6	DS0, Hrs:Min		2:26	1:35	2:27	1:06	2:39	1:55	3:42	1:47	
MR-6	DS1, Hrs:Min		1:57	0:55	1:58	3:09	2:04	2:56	2:34	1:38	d
MR-6	DS3, Hrs:Min		2:00		1:47		1:31		2:53		a b c d
MR-6	E911, Hrs:Min		1:08	1:02	5:13	0:02	3:50		1:44		a b c d
MR-6	EELs, Hrs:Min			1:40		1:38		2:17		2:41	
MR-6	Frame Relay, Hrs:Min		2:04		2:03		2:09		2:38	1:01	a b c d
MR-6	ISDN Primary, Hrs:Min		1:18	0:09	1:39	3:52	2:29	0:46	1:44	11:02	a b c d
MR-6	Line Sharing, Hrs:Min	D	14:51	19:46	14:37	27:32	13:57	11:43	14:54	18:55	

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COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-6	Line Sharing, Hrs:Min	ND	6:17	9:53	7:11	8:18	6:07	8:24	6:22	15:21	
MR-6	LIS Trunk, Hrs:Min		4:33	1:34	2:37	1:24	1:50	1:11	1:54	1:20	a
MR-6	PBX, Hrs:Min	D	8:37	3:06	11:49		9:39		6:25	8:15	a b c d
MR-6	PBX, Hrs:Min	ND	2:02	2:06	1:19	1:27	2:07	1:36	2:04	1:20	a b c d
MR-6	Qwest DSL, Hrs:Min		9:05		7:14	3:00	6:43		9:33		a b c d
MR-6	Residence, Hrs:Min	D	15:19	8:17	15:02	8:42	14:24	8:59	15:17	7:50	
MR-6	Residence, Hrs:Min	ND	6:35	4:19	7:33	4:15	6:29	2:30	6:49	3:10	
MR-6	UBL - 2-wire, Hrs:Min		1:51	2:43	2:14	3:17	3:01	1:56	2:56	2:38	
MR-6	UBL - 4-wire, Hrs:Min		1:57	1:12	1:58		2:04	1:34	2:34	1:37	a b c d
MR-6	UBL - ADSL Qualified, Hrs:Min		9:05		7:14		6:43		9:33		a b c d
MR-6	UBL - DS1 Capable, Hrs:Min		1:57	3:36	1:58	2:29	2:04	2:21	2:34	3:03	
MR-6	UBL - DS3 Capable, Hrs:Min		2:00		1:47		1:31		2:53		a b c d
MR-6	UBL Analog, Hrs:Min		12:42	2:41	12:53	2:57	12:15	2:22	13:12	3:19	
MR-6	UBL ISDN Capable, Hrs:Min		1:51	3:17	2:14	3:00	3:01	3:54	2:56	2:40	
MR-6	UDIT Above DS1 Level, Hrs:Min		2:00	3:36	1:47	5:31	1:31	2:35	2:53	0:50	a b c d
MR-6	UDIT DS1, Hrs:Min		1:57		1:58	0:05	2:04		2:34	1:01	a b c d
MR-6	UNE-P, POTS, Hrs:Min	D	14:51	7:33	14:37	9:17	13:57	7:45	14:54	8:27	
MR-6	UNE-P, POTS, Hrs:Min	ND	6:17	3:59	7:11	3:40	6:07	2:17	6:22	3:11	
MR-6	UNE-P, Centrex, Hrs:Min	D	13:21	6:38	7:35	7:00	6:31	5:41	8:49	6:03	
MR-6	UNE-P, Centrex, Hrs:Min	ND	4:53	2:44	4:07	4:05	1:56	2:24	6:42	2:06	
MR-6	UNE-P, Centrex 21, Hrs:Min	D	10:16	5:18	11:06	6:09	9:54	6:02	11:03	7:44	
MR-6	UNE-P, Centrex 21, Hrs:Min	ND	4:25	3:34	3:58	2:45	3:30	4:54	3:14	2:19	
MR-7	Repair Repeat Report Rate										
MR-7	Basic Rate ISDN, %	D	21.79%		21.62%		29.06%		25.00%		a b c d
MR-7	Basic Rate ISDN, %	ND	23.23%		20.07%		23.62%		21.97%		a b c d
MR-7	Business, %	D	15.74%	14.81%	14.94%	9.76%	13.38%	7.14%	14.00%	16.67%	
MR-7	Business, %	ND	13.91%	10.53%	14.45%	0%	14.09%	28.57%	12.90%	11.11%	c d
MR-7	Centrex 21, %	D	15.21%	20.00%	15.86%	16.67%	14.79%	0%	12.29%	50.00%	a b c d
MR-7	Centrex 21, %	ND	12.12%	33.33%	18.01%	0%	14.17%	50.00%	12.12%	33.33%	a b c d
MR-7	Centrex, %	D	13.64%	0%	8.00%	0%	9.09%	0%	14.55%	0%	a b c d
MR-7	Centrex, %	ND	13.79%	0%	11.11%		22.73%		12.12%		a b c d
MR-7	DS0, %		23.23%	20.83%	18.61%	20.00%	22.53%	14.29%	20.39%	15.15%	
MR-7	DS1, %		34.48%	45.00%	28.73%	45.45%	28.86%	33.33%	26.06%	50.00%	d
MR-7	DS3, %		18.18%		11.76%		23.26%		19.23%		a b c d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
			33.33%	0%	0%	0%	0%		33.33%		a b c d
MR-7	E911, %			38.24%		27.78%		48.19%		46.51%	
MR-7	EELs, %		24.86%		25.00%		27.44%		22.91%	0%	a b c d
MR-7	Frame Relay, %		20.00%	0%	24.29%	0%	19.75%	0%	20.99%	50.00%	a b c d
MR-7	ISDN Primary, %		30.48%	33.33%	27.68%	28.13%	36.82%	32.14%	39.48%	27.45%	
MR-7	Line Sharing, %	ND	47.16%	39.29%	35.61%	57.69%	48.86%	19.05%	41.56%	35.48%	
MR-7	Line Sharing, %	D	15.79%	20.00%	21.43%	22.22%	11.76%	13.33%	5.88%	5.56%	a
MR-7	LIS Trunk, %		11.71%	0%	13.97%		16.19%		9.71%	0%	a b c d
MR-7	PBX, %	D	18.78%	37.50%	22.18%	20.00%	17.33%	14.29%	13.61%	33.33%	a b c d
MR-7	PBX, %	ND	36.46%		29.85%	33.33%	39.69%		40.00%		a b c d
MR-7	Qwest DSL, %		15.52%	9.38%	15.28%	9.66%	13.94%	9.90%	14.64%	12.19%	
MR-7	Residence, %	D	14.48%	7.53%	15.34%	15.97%	14.53%	13.04%	14.08%	16.47%	
MR-7	Residence, %	ND	22.69%	7.69%	20.82%	12.50%	25.99%	6.06%	23.29%	6.52%	
MR-7	UBL - 2-wire, %		34.48%	20.00%	28.73%		28.86%	0%	26.06%	0%	a b c d
MR-7	UBL - 4-wire, %		36.46%		29.85%		39.69%		40.00%		a b c d
MR-7	UBL - ADSL Qualified, %		34.48%	44.64%	28.73%	24.19%	28.86%	24.29%	26.06%	42.62%	
MR-7	UBL - DS1 Capable, %		18.18%		11.76%		23.26%		19.23%		a b c d
MR-7	UBL - DS3 Capable, %		15.26%	16.01%	15.24%	10.22%	14.00%	9.75%	14.44%	11.64%	
MR-7	UBL Analog, %		22.69%	20.00%	20.82%	11.86%	25.99%	24.00%	23.29%	14.55%	
MR-7	UBL ISDN Capable, %		18.18%	0%	11.76%	0%	23.26%	0%	19.23%	0%	a b c d
MR-7	UDIT Above DS1 Level, %		34.48%		28.73%	0%	28.86%		26.06%	0%	a b c d
MR-7	UDIT DS1, %		14.40%	21.97%	15.21%	13.69%	14.47%	21.29%	13.90%	13.33%	
MR-7	UNE-P, POTS, %	ND	15.54%	14.44%	15.25%	15.10%	13.88%	10.14%	14.57%	11.86%	
MR-7	UNE-P, POTS, %	D	13.64%	16.67%	8.00%	16.83%	9.09%	14.94%	14.55%	17.09%	
MR-7	UNE-P, Centrex, %	D	13.79%	12.73%	11.11%	17.29%	22.73%	14.75%	12.12%	14.00%	
MR-7	UNE-P, Centrex, %	ND	15.21%	13.33%	15.86%	33.33%	14.79%	5.26%	12.29%	41.94%	
MR-7	UNE-P, Centrex 21, %	D	12.12%	20.00%	18.01%	10.00%	14.17%	10.53%	12.12%	28.57%	
MR-7	UNE-P, Centrex 21, %	ND	23.18%		22.28%		28.64%				a b c d
MR-7*	Basic Rate ISDN, %	D	34.55%		25.96%		27.27%				a b c d
MR-7*	Basic Rate ISDN, %	ND	15.82%	14.81%	14.39%	10.26%	12.87%	7.41%			d
MR-7*	Business, %	D	12.80%	0%	15.64%	0%	14.71%	0%			a b c d
MR-7*	Business, %	ND	12.66%	33.33%	19.40%	0%	14.07%	50.00%			a b c d
MR-7*	Centrex 21, %	D	14.80%	20.00%	15.62%	16.67%	14.78%	0%			a b c d
MR-7*	Centrex 21, %	D	15.00%	0%	8.33%	0%	10.87%	0%			a b c d
MR-7*	Centrex, %										

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-7*	Centrex, %	ND	17.65%	0%	0%		23.08%				a b c d
MR-7*	DS0, %		22.70%	8.33%	18.69%	0%	21.28%	6.67%			b d
MR-7*	DS1, %		36.56%	28.57%	30.38%	50.00%	29.06%	37.50%			a b c d
MR-7*	DS3, %		18.18%		13.64%		28.57%				a b c d
MR-7*	E911, %		50.00%	0%	0%		0%				a b c d
MR-7*	EELS, %			63.16%		29.17%		49.21%			d
MR-7*	Frame Relay, %		28.57%		25.89%		28.04%				a b c d
MR-7*	ISDN Primary, %		23.08%		21.21%	0%	22.22%	0%			a b c d
MR-7*	Line Sharing, %	D	55.91%	31.82%	34.62%	55.00%	52.29%	19.05%			d
MR-7*	Line Sharing, %	ND	33.33%	25.00%	28.21%	40.00%	38.18%	33.33%			d
MR-7*	LIS Trunk, %		14.29%	40.00%	15.00%	26.32%	7.14%	20.00%			a c d
MR-7*	PBX, %	D	11.00%	0%	11.86%		18.07%				a b c d
MR-7*	PBX, %	ND	23.30%	40.00%	22.31%	0%	18.64%	16.67%			a b c d
MR-7*	Qwest DSL, %		40.78%		29.97%	0%	41.30%				a b c d
MR-7*	Residence, %	D	15.29%	8.73%	15.10%	9.65%	13.66%	9.51%			d
MR-7*	Residence, %	ND	15.32%	2.82%	16.69%	21.31%	15.27%	12.00%			d
MR-7*	UBL - 2-wire, %		27.97%	9.68%	23.53%	14.29%	28.14%	8.00%			d
MR-7*	UBL - 4-wire, %		36.56%	0%	30.38%		29.06%	0%			a b c d
MR-7*	UBL - ADSL Qualified, %		40.78%		29.97%		41.30%				a b c d
MR-7*	UBL - DSI Capable, %		36.56%	46.51%	30.38%	28.30%	29.06%	21.28%			d
MR-7*	UBL - DS3 Capable, %		18.18%		13.64%		28.57%				a b c d
MR-7*	UBL Analog, %		15.28%	14.49%	15.23%	9.28%	13.77%	9.32%			d
MR-7*	UBL ISDN Capable, %		27.97%	23.33%	23.53%	11.54%	28.14%	20.69%			d
MR-7*	UDIT Above DSI Level, %		18.18%	0%	13.64%	0%	28.57%	0%			a b c d
MR-7*	UDIT DSI, %		36.56%		30.38%		29.06%				a b c d
MR-7*	UNE-P, POTS, %	D	15.35%	14.29%	15.03%	15.28%	13.58%	10.31%			d
MR-7*	UNE-P, POTS, %	ND	14.91%	17.07%	16.52%	12.90%	15.18%	20.88%			d
MR-7*	UNE-P, Centrex, %	ND	17.65%	11.67%	0%	17.28%	23.08%	15.71%			d
MR-7*	UNE-P, Centrex, %	D	15.00%	15.35%	8.33%	16.32%	10.87%	13.52%			d
MR-7*	UNE-P, Centrex 21, %	D	14.80%	15.38%	15.62%	33.33%	14.78%	5.88%			d
MR-7*	UNE-P, Centrex 21, %	ND	12.66%	25.00%	19.40%	0%	14.07%	0%			a b c d
Trouble Rate											
MR-8	Basic Rate ISDN, %		1.31%	0%	1.49%	0%	1.69%	0%	1.52%	0%	
MR-8	Business, %		0.91%	0.83%	0.97%	0.98%	0.91%	0.67%	0.88%	0.65%	

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8	Centrex 21, %		0.78%	1.06%	0.83%	1.31%	0.80%	1.04%	0.76%	1.25%	
MR-8	Centrex, %		0.50%	0.61%	0.40%	0.48%	0.41%	0.50%	0.47%	0.50%	
MR-8	Dark Fiber - Loop, %			0%		0%		0%		0%	a b c d
MR-8	DS0, %		0.83%	1.43%	1.03%	1.77%	0.84%	1.64%	0.85%	1.92%	
MR-8	DS1, %		2.47%	4.99%	2.87%	2.95%	2.84%	3.16%	2.56%	1.69%	
MR-8	DS3, %		0.55%	0%	0.85%	0%	1.07%	0%	0.64%	0%	a b c d
MR-8	E911, %		0.17%	0.15%	0.17%	0.30%	0.27%	0%	0.33%	0%	
MR-8	EELs, %			9.88%		6.53%		11.17%		9.43%	
MR-8	Frame Relay, %		2.72%	0%	2.86%	0%	2.62%	0%	2.58%	33.33%	a b c d
MR-8	ISDN Primary, %		0.08%	0.14%	0.06%	0.13%	0.07%	0.13%	0.07%	0.53%	
MR-8	Line Sharing, %		1.67%	1.25%	1.84%	1.19%	1.72%	0.95%	1.61%	1.50%	
MR-8	LIS Trunk, %		0.02%	0.01%	0.03%	0.01%	0.01%	0.01%	0.01%	0.01%	
MR-8	PBX, %		0.24%	0.31%	0.30%	0.13%	0.26%	0.19%	0.24%	0.13%	
MR-8	Qwest DSL, %		1.67%	0%	2.63%	16.67%	3.36%	0%	2.32%	0%	
MR-8	Residence, %		1.88%	1.99%	2.08%	1.76%	1.95%	1.68%	1.82%	1.37%	
MR-8	UBL - 2-wire, %		1.31%	0.68%	1.49%	0.70%	1.69%	0.58%	1.52%	0.82%	
MR-8	UBL - 4-wire, %		2.47%	8.93%	2.87%	0%	2.84%	3.85%	2.56%	3.85%	
MR-8	UBL - ADSL Qualified, %		1.67%		2.63%		3.36%		2.32%		a b c d
MR-8	UBL - DS1 Capable, %		2.47%	6.76%	2.87%	6.60%	2.84%	6.74%	2.56%	5.48%	
MR-8	UBL - DS3 Capable, %		0.55%		0.85%		1.07%		0.64%		a b c d
MR-8	UBL Analog, %		1.67%	1.29%	1.84%	1.36%	1.72%	1.40%	1.61%	1.39%	
MR-8	UBL ISDN Capable, %		1.31%	2.29%	1.49%	1.78%	1.69%	2.26%	1.52%	1.64%	
MR-8	UDIT Above DS1 Level, %		0.55%	0.92%	0.85%	0.45%	1.07%	0.45%	0.64%	0.92%	
MR-8	UDIT DS1, %		2.47%	0%	2.87%	2.02%	2.84%	0%	2.56%	2.86%	
MR-8	UNE-P, POTS, %		1.67%	1.23%	1.84%	1.57%	1.72%	1.35%	1.61%	1.07%	
MR-8	UNE-P, Centrex, %		0.50%	1.02%	0.40%	1.23%	0.41%	1.13%	0.47%	1.00%	
MR-8	UNE-P, Centrex 21, %		0.78%	0.72%	0.83%	0.96%	0.80%	0.90%	0.76%	1.24%	
MR-8*	Basic Rate ISDN, %		0.72%	0%	0.85%	0%	0.93%	0%			d
MR-8*	Business, %		0.75%	0.67%	0.80%	0.85%	0.74%	0.55%			d
MR-8*	Centrex 21, %		0.63%	1.06%	0.65%	0.92%	0.63%	1.04%			d
MR-8*	Centrex, %		0.41%	0.61%	0.31%	0.48%	0.31%	0.50%			d
MR-8*	Dark Fiber - Loop, %			0%		0%		0%			a b c d
MR-8*	DS0, %		0.57%	0.71%	0.68%	0.47%	0.56%	0.88%			d
MR-8*	DS1, %		1.58%	1.75%	1.84%	1.61%	1.88%	2.11%			d

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Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-8*	DS3, %		0.28%	0%	0.55%	0%	0.70%	0%			a b c d
MR-8*	E911, %		0.11%	0.15%	0.17%	0%	0.16%	0%			d
MR-8*	EELs, %			5.52%		4.36%		8.48%			d
MR-8*	Frame Relay, %		1.65%	0%	1.80%	0%	1.71%	0%			a b c d
MR-8*	ISDN Primary, %		0.04%	0%	0.03%	0.13%	0.04%	0.13%			d
MR-8*	Line Sharing, %		1.40%	0.73%	1.55%	0.72%	1.44%	0.70%			d
MR-8*	LIS Trunk, %		0.01%	0%	0.02%	0.01%	0.01%	0.01%			d
MR-8*	PBX, %		0.16%	0.23%	0.19%	0.05%	0.16%	0.16%			d
MR-8*	Qwest DSL, %		0.96%	0%	1.33%	5.56%	1.81%	0%			d
MR-8*	Residence, %		1.57%	1.67%	1.75%	1.52%	1.63%	1.47%			d
MR-8*	UBL - 2-wire, %		0.72%	0.54%	0.85%	0.62%	0.93%	0.44%			d
MR-8*	UBL - 4-wire, %		1.58%	3.57%	1.84%	0%	1.88%	2.56%			d
MR-8*	UBL - ADSL Qualified, %		0.96%		1.33%		1.81%				a b c d
MR-8*	UBL - DS1 Capable, %		1.58%	5.19%	1.84%	5.64%	1.88%	4.53%			d
MR-8*	UBL - DS3 Capable, %		0.28%		0.55%		0.70%				a b c d
MR-8*	UBL Analog, %		1.40%	0.91%	1.55%	0.87%	1.44%	0.91%			d
MR-8*	UBL ISDN Capable, %		0.72%	1.83%	0.85%	1.57%	0.93%	1.75%			d
MR-8*	UDIT Above DS1 Level, %		0.28%	0.92%	0.55%	0.45%	0.70%	0.45%			d
MR-8*	UDIT DS1, %		1.58%	0%	1.84%	0%	1.88%	0%			d
MR-8*	UNE-P, POTS, %		1.40%	0.98%	1.55%	1.17%	1.44%	1.06%			d
MR-8*	UNE-P, Centrex, %		0.41%	0.82%	0.31%	1.03%	0.31%	0.92%			d
MR-8*	UNE-P, Centrex 21, %		0.63%	0.51%	0.65%	0.73%	0.63%	0.64%			d
MR-9	Repair Appointments Met										
MR-9	Basic Rate ISDN, %	D	100%		66.67%		100%		80.00%		a b c d
MR-9	Basic Rate ISDN, %	ND	100%		100%		100%		100%		a b c d
MR-9	Business, %	D	90.97%	96.30%	92.48%	97.56%	92.50%	96.43%	90.18%	100%	
MR-9	Business, %	ND	96.39%	100%	96.65%	100%	98.00%	100%	97.98%	100%	c d
MR-9	Centrex 21, %	ND	95.71%	100%	97.87%	75.00%	95.91%	83.33%	94.95%	100%	a b c d
MR-9	Centrex 21, %	D	89.07%	100%	91.09%	100%	88.87%	100%	86.03%	100%	a b c d
MR-9	Centrex, %	D	74.24%	100%	79.55%	100%	81.63%	100%	84.00%	50.00%	a b c d
MR-9	Centrex, %	ND	92.59%	100%	95.65%		94.44%		80.00%		a b c d
MR-9	PBX, %	D	80.70%	100%	74.71%		87.88%		84.21%	100%	a b c d
MR-9	PBX, %	ND	95.35%	100%	100%	100%	93.94%	100%	100%		a b c d
MR-9	Residence, %	D	96.46%	99.76%	95.94%	99.48%	96.24%	99.74%	95.55%	99.69%	

Federal Communications Commission

FCC 02-332

COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
MR-9	Residence, %	ND	98.84%	99.32%	98.48%	99.16%	98.94%	100%	98.73%	97.65%	
MR-9	UNE-P, POTS, %	D	95.86%	92.22%	95.58%	88.57%	95.84%	92.27%	94.97%	90.40%	
MR-9	UNE-P, POTS, %	ND	98.49%	96.21%	98.22%	98.81%	98.81%	100%	98.62%	100%	
MR-10	Customer and Non-Qwest Related Trouble Reports										
MR-10	Basic Rate ISDN, %		25.04%		25.69%		25.67%		26.59%		a b c d
MR-10	Business, %		31.65%	31.34%	32.02%	31.17%	31.62%	28.57%	31.32%	44.07%	
MR-10	Centrex 21, %		30.06%	20.00%	32.09%	9.09%	30.36%	20.00%	29.74%	33.33%	a c
MR-10	Centrex, %		29.63%	25.00%	31.86%	33.33%	35.83%	0%	28.46%	0%	a b c d
MR-10	DS0, %		31.88%	29.41%	28.40%	21.05%	30.40%	6.67%	25.78%	17.50%	
MR-10	DS1, %		17.08%	31.03%	16.08%	26.67%	15.26%	20.00%	14.71%	14.29%	d
MR-10	DS3, %		29.03%		32.00%		23.21%		29.73%		a b c d
MR-10	E911, %		0%	0%	40.00%	33.33%	16.67%		0%		a b c d
MR-10	Frame Relay, %		17.42%		18.91%		15.25%		12.47%	0%	a b c d
MR-10	ISDN Primary, %		27.42%	0%	25.53%	0%	22.86%	0%	32.50%	20.00%	a b c d
MR-10	LIS Trunk, %		24.00%	37.50%	34.88%	12.90%	39.29%	44.44%	43.33%	18.18%	
MR-10	PBX, %		27.53%	14.29%	28.89%	50.00%	28.88%	0%	25.94%	28.57%	b c d
MR-10	Qwest DSL, %		43.04%		45.87%	0%	46.50%		50.64%		a b c d
MR-10	Residence, %		27.93%	31.21%	28.38%	35.31%	29.14%	33.80%	28.75%	31.59%	
MR-10	UBL - 2-wire, %		25.04%	7.14%	25.69%	6.98%	25.67%	29.79%	26.59%	8.00%	
MR-10	UBL - 4-wire, %		17.08%	28.57%	16.08%		15.26%	25.00%	14.71%	0%	a b c d
MR-10	UBL - ADSL Qualified, %		43.04%		45.87%		46.50%		50.64%		a b c d
MR-10	UBL - DS1 Capable, %		17.08%	8.20%	16.08%	18.42%	15.26%	14.63%	14.71%	16.44%	
MR-10	UBL - DS3 Capable, %		29.03%		32.00%		23.21%		29.73%		a b c d
MR-10	UBL Analog, %		28.39%	18.83%	28.81%	18.08%	29.43%	21.04%	29.06%	17.80%	
MR-10	UBL ISDN Capable, %		25.04%	1.32%	25.69%	6.35%	25.67%	2.60%	26.59%	8.33%	
MR-10	UDIT Above DS1 Level, %		29.03%	33.33%	32.00%	66.67%	23.21%	0%	29.73%	0%	a b c d
MR-10	UDIT DS1, %		17.08%		16.08%	50.00%	15.26%		14.71%	50.00%	a b c d
MR-10	UNE-P, POTS, %		28.39%	29.09%	28.81%	32.74%	29.43%	32.46%	29.06%	38.16%	
MR-10	UNE-P, Centrex, %		29.63%	34.34%	31.86%	28.36%	35.83%	30.87%	28.46%	32.53%	
MR-10	UNE-P, Centrex 21, %		30.06%	26.83%	32.09%	39.71%	30.36%	33.33%	29.74%	34.18%	
MR-11	LNP Trouble Reports Cleared										
MR-11A	within 4 Hours, %		53.29%	50.00%	48.71%		52.39%		52.97%		a b c d
MR-11B	within 48 Hours, %		99.45%	66.67%	99.16%	100%	99.80%	100%	99.55%	100%	a b c d
NETWORK PERFORMANCE											

COLORADO PERFORMANCE METRIC DATA

Metric Number	Metric Description	DR	June		July		August		September		Notes
			Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	Qwest	CLEC	
NI-1	Trunk Blocking										
NI-1A	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0%	0%	0.02%	0%	0.01%	
NI-1B	to Qwest End Offices, LIS Trunk, %		0.01%	0%	0.01%	0%	0.02%	0%	0%	0%	
NI-1C	to Qwest Tandem Offices, LIS Trunk, %		0%	0%	0%	0.01%	0%	0.03%	0%	0.16%	
NI-1D	to Qwest End Offices, LIS Trunk, %		0.01%	1.34%	0.01%	2.08%	0.02%	3.43%	0%	7.34%	
NP-1	NXX Code Activation										
NP-1A	All, %		100%			100%				100%	a b c d
NP-1B	Facility Delays, All, %		0%			0%				0%	a b c d
ORDER ACCURACY											
OA-1	Order Accuracy, % (OP-5++)					99.32%		99.65%		99.48%	a
ORDERING AND PROVISIONING											
OP-2	Calls Answered within Twenty Seconds - Interconnect Provisioning Center										
OP-2	Default, %		80.97%	96.94%	75.62%	97.87%	72.08%	98.27%	82.25%	97.82%	
OP-3	Installation Commitments Met										
OP-3	Basic Rate ISDN, %	D	94.44%		90.91%		81.82%		80.00%		a b c d
OP-3	Basic Rate ISDN, %	ND	33.33%		100%		100%	100%			a b c d
OP-3	Basic Rate ISDN, %		89.58%	100%	89.87%		91.12%		89.61%	100%	a b c d
OP-3	Business, %	D	94.11%	100%	94.79%	86.36%	94.78%	94.12%	93.34%	100%	
OP-3	Business, %	ND	98.09%	100%	98.91%	100%	97.91%	100%	98.02%	100%	
OP-3	Centrex 21, %	D	92.86%	100%	91.90%	100%	86.93%	100%	92.62%	100%	a b c d
OP-3	Centrex 21, %	ND	99.66%	100%	96.95%	100%	99.36%	100%	96.93%	100%	b d
OP-3	Centrex, %	D	91.30%		66.67%		86.21%		67.57%		a b c d
OP-3	Centrex, %	ND	100%		87.50%		83.33%		100%		a b c d
OP-3	DS0, %	D	85.71%		100%						a b c d
OP-3	DS0, %	ND	100%	100%	100%						a b c d
OP-3	DS0, %		77.19%	92.00%	80.77%	94.44%	92.16%	96.55%	81.40%	88.10%	
OP-3	DS1, %		85.46%		89.74%	0%	86.11%		91.73%		a b c d
OP-3	DS3, %		90.32%		91.23%		77.03%		81.71%		a b c d
OP-3	E911, %				0%				100%		a b c d
OP-3	EELs, %			87.34%		80.15%		82.90%		88.82%	
OP-3	Frame Relay, %		77.29%		73.97%		71.64%		72.26%	100%	a b c d
OP-3	ISDN Primary, %	D	100%				100%		0%		a b c d
OP-3	ISDN Primary, %	ND	80.00%		100%		100%		100%		a b c d
OP-3	ISDN Primary, %		65.26%	100%	55.95%		65.29%	100%	63.54%		a b c d